



STAGE 3 ADAPTATIONS POLICY

May 2024

POLICY ON STAGE 3 ADAPTATIONS

1.0 POLICY

- 1.1 To ensure that the tenants' needs are met in relation to changing medical conditions, the Association will continue to bid for an annual allocation from Neighbourhood and Regeneration Services (NRS) – Glasgow City Council on an annual basis. If at the mid-year point this allocation has been spent, the Association will request additional funding from NRS.

2.0 PROCEDURES

- 2.1 Upon receipt of the referral from the Social Work Department or other medical professional, an inspection will be carried out by the Maintenance Officer or appropriate Contractor to determine the scope of the works. This can also be carried out with the Occupational Therapist from the Social Work Department who made the recommendation if possible.
- 2.2 The tenant will be notified in advance of the visit to ensure access is available.
- 2.3 In the event that the works required are straightforward, the Maintenance Officer will commission the works in accordance with guidance.
- 2.4 For works of a more complicated nature, the Maintenance Officer will prepare proposals based on the referral and take account of the inspection. The proposals will then be agreed with the referring party e.g. social work, doctor, other medical professional.
- 2.5 Upon receipt of comments, quotations for the work will be sought in line with Guidance and the Association's financial regulations.
- 2.6 The tenant will be kept informed of progress at all times, including likely timescales for the works being carried out.
- 2.7 The chosen Contractor will be notified at the outset, that he must inform the Association once the works are complete. The Maintenance Officer will then carry out a post inspection in accordance with procedures as highlighted within the "Post Inspections Policy".
- 2.8 Once the Maintenance Officer is satisfied that works have been carried out to the required standard, the Contractor's invoice will be authorised for payment and a payment claim for monies expended will be submitted via HARP at the relevant time.

2.9 Adaptations will be co-ordinated by the Maintenance section, including correspondence to the tenants.

2.10 The Association will collate information to record:

- The referral date for each adaptation
- The time taken to complete each adaptation (from point of referral)
- The cost of each adaptation and grant funding where applicable.
- Reasons for any delays

This will assist with the information requirements of the Annual Return to the Charter.

3.0 FUNDING

3.1 All adaptations will take account of relevant guidance to ensure availability of Funding.

3.2 In the event of funding running out prior to the start of the next financial year, an approach will be made to NRS in relation to obtaining additional funding. Should this be unavailable, the Association may consider funding adaptations, depending on the availability of funding within the current years budget.

4.0 PROCEDURE FOR CLAIMING GRANT ON HARP

4.1 Claims will be made each quarter in line with guidance issued by NRS.

4.2 The Maintenance Officer will liaise with the Finance Assistant on all costs to be reclaimed.

4.3 The Finance Assistant will prepare the claim and all necessary paperwork and will pass this to the Maintenance Officer for review prior to the claim being raised on HARP.

4.4 Once confirmed, the Finance Assistant will raise the claim on HARP and will submit to the Depute Director/Director for final review and submission to NRS for payment.

4.5 The Finance Assistant will be responsible for confirming that all monies have been received and for updating financial systems as appropriate.

5.0 TENANT SATISFACTION – MONITORING AND REPORTING

5.1 Upon completion of every stage 3 adaptation, a satisfaction survey will be conducted with the tenant concerned in order to obtain feedback.. The results of

this survey will be monitored, evaluated and reported to the management committee annually.

6.0 REVIEW PERIOD

- 6.1 The Depute Director will be responsible for ensuring that this policy is reviewed every 3 years or sooner to ensure that the Association complies with up-to-date legislation and guidance from the Scottish Housing Regulator.

7.0 EQUAL OPPORTUNITIES

- 7.1 This policy has been prepared in line with our Equalities and Human Rights Policy and if applicable, an Equalities Impact Assessment will be conducted at the time of each review.

8.0 ALTERNATIVE FORMATS

- 7.1 As with all the association's policies and procedures, this document is available in full and in part on tape, in larger print, braille and in translation into most other languages